JOB DESCRIPTION

Job Title: Warehouse Equipment & Inventory Support Officer

Reporting Line: Reports to Logistics Manager

Division: Logistics

Job Summary

As a Warehouse Equipment & Inventory Support Officer at Green Dot Limited, you will play an integral role in supporting the efficient management, testing, maintenance and movement of telecommunications equipment and warehouse inventory.

The position is responsible for receiving, inspecting, cleaning, testing, configuring and preparing new, used and refurbished telecommunications equipment for issue or reissue. This includes ensuring that all equipment is maintained in a clean, functional and presentable condition in accordance with the Company's operational and quality standards.

The role also involves maintaining accurate inventory records, monitoring equipment movements, assisting with receiving and dispatch operations, and providing general warehouse support under the direction of the Logistics Manager.

Key Duties and Responsibilities

1. Equipment Testing, Maintenance and Refurbishment

- Receive, inspect and assess returned telecommunications equipment, including routers, Optical Network Terminals (ONTs), wireless Customer Premises Equipment (CPE) and other electronic devices.
- Conduct functional testing of equipment to determine its operational status and suitability for reissue.
- Assist with firmware loading, device configuration, connectivity testing and basic troubleshooting in accordance with established procedures.
- Identify and report defective, damaged or non-functional equipment requiring further technical assessment, repair or disposal.
- Clean, sanitise where appropriate, and prepare returned equipment for storage, redistribution or reissue.
- Ensure that all warehouse equipment, including used and refurbished devices, is maintained in a clean, neat and presentable condition.
- Wash or appropriately clean outdoor wireless CPE exposed to weather and environmental elements, using approved methods that protect the equipment's electronic components.
- Where washing or cleaning does not adequately restore the external appearance of wireless CPE, carry out approved surface refinishing using suitable white paint, subject to authorisation and established procedures.
- Ensure that painting or refinishing does not obstruct ventilation openings, connectors, identification labels, serial numbers, MAC addresses or other functional components.
- Maintain appropriate records of equipment tested, cleaned, refurbished, passed, failed and prepared for reissue.

- Ensure that only equipment meeting the Company's functional and presentation standards is returned to serviceable inventory.

2. Inventory and Warehouse Management

- Assist with the receiving, inspection, verification and recording of incoming stock and returned equipment.
- Maintain accurate inventory records, including equipment serial numbers, MAC addresses, model numbers and stock movements.
- Utilise barcode scanners, Microsoft Excel, Google Sheets and designated inventory management systems to record and monitor equipment.
- Assist with organising, labelling, storing and maintaining warehouse inventory.
- Monitor stock quantities and promptly report discrepancies, shortages, damaged items or unusual stock movements.
- Prepare and organise equipment for issuance to contractors, technicians and other authorised personnel.
- Assist with regular physical stock counts, inventory reconciliations and warehouse audits.
- Ensure proper segregation of new, used, refurbished, defective and obsolete equipment.

3. Safety and Compliance

- Adhere to all established warehouse safety procedures and equipment-handling protocols.
- Ensure that cleaning, washing, testing and refurbishment activities are undertaken using approved methods and appropriate protective equipment.
- Exercise care when handling electronic equipment to prevent damage, electrical hazards or unnecessary deterioration.
- Maintain a clean, organised and safe working environment.
- Report unsafe conditions, damaged equipment or operational hazards to the Logistics Manager.
- Ensure compliance with Company policies relating to inventory control, equipment security and asset management.

4. Administrative and Operational Support

- Prepare, update and maintain accurate electronic records relating to stock inventory, equipment testing, repairs, refurbishment and distribution.
- Record equipment movements, testing outcomes and inventory discrepancies in the designated systems.
- Assist with the preparation of delivery orders, stock records, equipment issue forms and related warehouse documentation.
- Maintain accurate records of equipment assigned to and returned by contractors and technical teams.
- Communicate regularly with the Logistics Manager and other relevant departments regarding equipment availability, testing progress and inventory requirements.
- Assist with the coordination of receiving, dispatch and contractor equipment collection.
- Provide timely updates on completed tasks, outstanding equipment testing and other assigned warehouse activities.

5. Audits, Equipment Presentation and Warehouse Cleanliness

- Conduct routine inspections of warehouse equipment to ensure acceptable standards of cleanliness, physical condition and presentation.
- Ensure that used and refurbished equipment is appropriately cleaned and prepared before being returned to available stock.
- Identify equipment requiring additional cleaning, washing or approved cosmetic refurbishment.
- Assist with regular inventory audits and reconciliation exercises to maintain accurate stock records.
- Clean and organise warehouse workstations, storage shelves, equipment preparation areas and other assigned spaces.
- Ensure that equipment is properly arranged, protected and stored to prevent unnecessary damage or deterioration.

Qualifications

- Five (5) CSEC/CXC passes, including Mathematics and English Language.
- Computer literacy, with working knowledge of Microsoft Excel, Google Sheets, email and basic data entry.
- Basic understanding of computer networking, routers, ONTs, wireless CPE and electronic equipment.
- Training or experience in Information Technology, networking, electronics or computer repairs would be an asset.
- Previous experience in warehouse operations, inventory management or stock control would be advantageous.
- Prior experience in equipment testing, configuration or troubleshooting would be an asset.
- Ideally one (1) to three (3) years of experience in a relevant technical, inventory or warehouse-related position.

Prerequisites

- Strong organisational skills and attention to detail.
- Technical aptitude and willingness to learn equipment testing, firmware loading, device configuration and troubleshooting.
- Ability to accurately record and maintain equipment information, including serial numbers and MAC addresses.
- A practical, hands-on approach to work, including cleaning, equipment handling, stock organisation and preparation.
- Reliability, accountability and the ability to work independently with minimal supervision following appropriate training.
- Ability to follow established procedures and maintain consistent standards of quality and accuracy.
- Good communication and interpersonal skills.
- Ability to identify discrepancies, report concerns and take initiative within the scope of assigned responsibilities.

- Willingness to undertake routine warehouse duties, including equipment cleaning and refurbishment.
- Ability to safely perform normal physical warehouse activities, including lifting, bending, standing and moving equipment.
- Ability to work collaboratively and follow instructions.
- Adherence to occupational safety and equipment-handling protocols.

Key Stakeholder Relationships

- Reports directly to the Logistics Manager.
- Interacts with contractor teams, technicians and other departments in relation to equipment issuance, returns and operational requirements.
- Coordinates with relevant internal personnel regarding inventory records, equipment testing and stock availability.
- Interacts with external suppliers and service providers when required.

Working Conditions

- Primarily based in a warehouse environment.
- Regular physical activity required, including lifting, bending, standing, equipment handling and stock organisation.
- Duties may involve working with electronic testing equipment, cleaning materials and approved refurbishment products.
- Required to adhere to established safety procedures when handling, washing, cleaning or refinishing electronic equipment.
- May require occasional weekend or evening work to meet operational demands.